Healthwatch Cheshire East Enter and View Report	
Enter and View Visit to	**Florence Grogan House Shelley Rd, Blacon, Chester CH1 5XA**
Date and Time	**8th November arriving at 2.00 pm**
Authorised Representatives	**Jenny Young, Joanna Brookes, Jem Davies**
Staff Present	**Wendy Hope - Manager**

Background

Healthwatch Cheshire CIC is the consumer champion for health and care services. It works as an umbrella organisation for both Healthwatch Cheshire East and Healthwatch Cheshire West and Chester. We gather the views of local people and look at information about how well local services are performing. We then use that information to assist residents and communities to be listened to by the organisations that provide, fund and monitor services.

What is Enter & View?
Enter and View is part of the local Healthwatch Cheshire CIC programme. The Health and Social Care Act (2012) grants local Healthwatch representatives powers of entry, allowing them to observe service delivery and talk to service users, their families and carers on premises such as hospitals, care homes, dental surgeries and GP practices.

Purpose of the visit

As part of the work plan agenda for this year Healthwatch Cheshire CIC continue their work in monitoring Nursing and Care provision across the area.

This work has the full support of Health and Local Authority commissioners.

With this in mind, throughout the year, we visit a number of establishments with the intention of observing settings from a family perspective and gathering feedback from service users, relatives and staff. This report is based on these observations and conversations

Highlights from the Visit

- Home appears safe comfortable and stimulating – 'Home from Home'
- Physical and emotional needs of residents seem to be supported as are their interests

General Information

Owned and managed by Minster Care Ltd, Florence Grogan House is a purpose built residential nursing home providing care in the categories of old age, dementia and physical disability. Located in a residential suburb of Chester, the home provides 30 single rooms in the Residential unit including five with en suite facilities. In the dementia unit there are ten single rooms, all with en suite facilities.

The most recent Care Quality Commission Report, published on October 23rd 2015 (inspection on August 25th and 26th 2015), rated the home as "Requires Improvement." While scoring "Good" for caring, it was rated as "Requiring Improvement" in all other five sections – Safety, Effectiveness, Responsiveness and Leadership.

Upon arrival we were greeted by a member of staff who located the manager Wendy Hope who informed us she had been the manager for two years. During that time and since the last visit by Healthwatch the home has changed ownership.

Environment

Our First impressions were that the home was warm, clean and free from any odours.
The home is divided into two separate units –

- A ten bedded dementia unit – we were told this has a staff ratio of 1: 5
- 30 bed residential unit – here we were told the staff ratio is 1:10

The Dementia unit rooms are all furnished with 'front' style doors with knockers on, giving a real 'my home' feel to each room. The residential unit didn't have this - the doors had a white A4 piece of paper with their name on. We felt that this lacked some of the homely feeling of the other unit.
It was also observed that a number of occupied rooms had no name on the door. The manager's response to this was, ***"They are a new residents and the staff haven't got round to it yet."*** However, there were a large number of doors like this.

The bathrooms appeared to have new flooring and there have been two new baths installed, (one in each unit). However, at the time of our visit we were told that one of the bathrooms cannot be used as the bath is broken and when we asked when it would be replaced we were told, ***"We will have to wait our turn as it's about £2000!"***

There are two dining rooms in the residential unit (one downstairs and a smaller one upstairs).
There are some facilities to make tea and coffee upstairs however, the fridge is currently broken and needs replacing.

We were told that Residents can choose to have meals in the dining room or their own rooms if they wish.

Health and Wellbeing

Wendy explained the admissions process to us - conversations are had with key people in the potential resident's life to determine whether the home can meet their needs.

Staffing –We were told that three staff are employed overnight. One based permanently in the Dementia unit at all times.
Representatives felt that at the time of our visit (early afternoon) there appeared very few staff around.

Activities – We were told that the home employs two activities co-ordinators, however, neither were available during our visit due to annual leave and day off.
Whilst the units are separate, the residents will meet for activities.

Wendy Hope could not update us on recent activities us, as she had just returned from some time off, however, Representatives viewed an activities board up in the home covering each month. This appeared quite sparse and repetitive it mainly consisted of the hairdresser visiting.

Representatives understand that themed parties are often held – an example being a recent Halloween event.

Visits from external agencies also take place – one bringing into the home unusual animals into the home such as owls and reptiles. A number of local entertainers also visit and perform at least once a month.

The home has two cats and some fish and we were told rules allow residents to bring animals into the home, although this is assessed on an individual basis.

Feedback

Whilst Wendy was showing us around, one of the residents approached her asking for a jug of water; as his GP has instructed him to drink plenty due to a kidney condition.
The resident was heard to say he had asked for a jug before and not been given one.
Wendy told him she would get him one and then continued to speak to us for at least another 15 minutes.

There didn't appear to be any staff that were visible to residents in the residential unit.

A Representative asked Wendy about the Fire manual -was directed to an historic one - it was pointed out to the manager that from this a review was due (according to the manual) in May 2017. Our Representative was told ***"It will be in the new one,"*** but we were not shown the new one. Wendy did go on to explain the fire procedures that would be followed in the event of a fire.

Suggestions for improvement

- Representatives feel that efforts should be made to improve the general decoration of the property.
- Representatives wonder if staffing levels are sufficient to give break times and cover in an emergency situation i.e. someone who needed immediate transfer to hospital.

Feedback from Provider of Service
Thank you for the feedback report the representative were pleasant and chatted with residents and staff. We do appreciate feedback and will discuss this with my staff and line manager. We do look at feedback as a way to improve and do take on board the issues raised, however I feel some of the feedback was not quite correct and have added my recollection of the visit in italics. **Section - Environment** The Dementia unit rooms are all furnished with „front" style doors with knockers on, giving a real „my home" feel to each room. The residential unit didn't have this - the doors had a white A4 piece of paper with their name on. We felt that this lacked some of the homely feeling of the other unit. – *I feel the above is misleading as all bedroom doors on both units are exactly the same apart from the colour dementia unit doors are red and residential doors are white but both units have a front style door with a knocker and a section for residents name if they wish..* It was also observed that a number of occupied rooms had no name on the door. The manager"s response to this was, ***"They are a new residents and the staff haven't got round to it yet."*** *– On investigation it was found that some residents did not have names on their doors but it was their choice, not everyone wants their name on the door so we do respect this.* The bathrooms appeared to have new flooring and there have been two new baths installed, (one in each unit). However, at the time of our visit we were told that one of the bathrooms cannot be used as the bath is broken and when we asked when it would be replaced we were told, ***"We will have to wait our turn as it's about £2000!"*** *- When I was questioned about the bath I explained that it had been reported and that we were waiting for confirmation for new bath, I recall one of the representatives saying 'I suppose you will have to wait your turn' my reply was that we have recently had two new baths and we are currently in the process of having a new wet room fitted on the first floor. I also said I would not want this one to be done until the wet room is completed as would not want two bathrooms closed off at the same time. I do not recall saying a bath costs £2,000 as I am sure they cost a lot more than that.* Whilst Wendy was showing us around, one of the residents approached her asking for a jug of water; as his GP has instructed him to drink plenty due to a kidney condition. The resident was heard to say he had asked for a jug before and not been given one. Wendy told him she would get him one and then continued to speak to us for at least another 15 minutes. – *The resident concerned did have a jug of water that same morning which had been taken by the care assistant at lunch time to refresh so he had not been without water, he had also had juice and tea at lunch time. The resident did say that he was fine until I had finished with the representatives.* There didn't appear to be any staff that were visible to residents in the residential unit. *There were 3 staff on duty on the residential unit and 2 staff on the dementia unit which is appropriate for the home. Staff are allocated separate breaks to ensure there is a member of staff when needed.* A Representative asked Wendy about the Fire manual -was directed to an historic one - *My recollection was that the Representative picked the fire manual up off the table and I did advise that it was an old manual the Representative said she would look at it, the Representative did point out a review was due in May 2017 I explained this had been done and I did offer to get the new fire risk assessment twice but was told 'I'm reading this one.' The other two Representatives then said we would like to look around now. We have since had our fire inspection and was found to be compliant.* ***WENDY HOPE - MANAGER 7.12.2017***